

NATIONAL TRAINING

**10 Day Spanish
Language Immersion
April 26, 2010
Thru
May 6, 2010
Indianapolis, Indiana
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Public Agency Training Council

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March 1, 2, 3, 4 & 5, 2010 • Norman, Oklahoma

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Jim Alsup, Director



National Criminal Justice
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NOTE: CLEET continuing education hours will be given

Training Seminar Phase I & II Hostage Negotiations and Crisis Intervention

College Credit Hours Option
CRM-300 3 Undergraduate Credit Hours
CRJ-500 3 Graduate Credit Hours
Contact Barry Glover
Associate Professor of Criminal Justice at:
barry.glover@saintleo.edu or 1-813-310-4365
Additional Course Work & Tuition Required For College Credit Hours

Instructor: **Dominick J. Misino, Detective (Retired)**

Detective Dominick J. Misino (retired) is a 22 year veteran of the New York City Police Department. During his career with the NYPD he served in the Special Operations Division for 18 years. His background is varied and diverse. He served as the primary hostage negotiator for his last 6 years with the NYPD. The NYPD negotiation team consists of 120 trained negotiators. His responsibilities included training new members to this team and the scheduling and retraining of existing negotiators. As primary negotiator he has personally been involved in over 200 hostage / barricade incidents. He has trained law enforcement personnel from over 500 various departments and agencies. He has also trained officers from numerous foreign countries. Prior to his assignment with the Hostage Team he was assigned to the Emergency Service Unit. His position there developed into head instructor for tactical operations. In this position he instituted and developed training for the 400-member unit. He trained and was a member of the NYPD counter terrorist team and sniper team. His negotiation skills were initiated under fire. During his time with the Emergency Service Unit he had the opportunity to negotiate with all types of people, from people with mental disorders threatening to jump off of bridges to trying to talk out trapped and barricaded suspects. He trained numerous SWAT teams and military counter-terrorist teams from the US and abroad. His experiences with the Emergency Service Unit became a valuable asset in bringing the Emergency Service Unit and the Hostage Team together. He developed joint training between these units and established a valuable working relationship. Two of his most note worthy negotiations were: the negotiated release of 105 people aboard a hijacked Lufthansa aircraft. The suspect was convinced to allow the pilot to land at JFK International Airport and then surrender to Dominick on the runway. The second, a bank holdup gone bad with 3 hostages, 2 bad guys, and a 12 hour grueling hostage negotiation which ended in the safe release and surrender of all involved. www.hostagenegotiation.com

March 1, 2, 3, 4 & 5, 2010
Norman, Oklahoma

Register On-Line At: www.patc.com

Phase I & II Hostage Negotiations and Crisis Intervention

Who Should Attend:

Chiefs, Sheriffs, Street Patrol Officers, First Responders, Jail Corrections Officers, Prison Personnel, Drug – Narcotic Officers, Emergency Response Teams and any agency contemplating the structuring of a Crisis Negotiation / Response Team or Crisis Intervention Team.

Course Objectives:

Introduction To Crisis Negotiations: This session will examine the roots of Hostage / Crisis Negotiations. The students will learn the **Why** of negotiating and the numerous ways that a Crisis Negotiation Team should be utilized.

Tactical Use Of Negotiators: The role of the **Negotiator** is misunderstood in many **Tactical** circles. The student will learn the value of Negotiators in deploying the tactical option.

Team Structure: The structuring of a crisis negotiation team and the importance of command personnel, their understanding and support will be discussed. **(This structure works for small and large agencies alike)**

Basics Of Negotiating: The function and duties of each team member including command personnel will be explained and discussed.

Communication Skills: The student will be given an in-depth overview of Communication Skills. Both conversational speaking and listening are the tools of communication. (Active Listening Skills) The importance of being able to listen well is a necessary tool for the successful negotiator.

Psychology Of Negotiations: In this segment students will discuss in laymen's terms the mental disorders that are prevalent during crisis situations. Identifying the mental disorder and dealing with it in a crisis situation.

Terrorism and the Negotiator: Can we negotiate with a terrorist? We will discuss the different methods of negotiating with terrorist. An understanding of the ideology and culture of terrorist. Can we negotiate with **TERRORIST**?

Case Studies: Each and every hostage and crisis situation is different. The cases we will review are a diverse sampling of the instructors experiences. A burglary which turns into a hostage situation, a bank hold-up goes bad and an international hijacking.

Dealing With The Media: In this segment the students will learn the value of forming a working alliance with the media rather than an adversarial relationship.

Suicide Intervention: Can you talk a person into committing suicide? The myths and the truth about suicide will be discussed.

The Resolution: Sometimes our success is bittersweet, we will discuss the **Good** and **Bad** side of a resolution.

The Aftermath: Negotiator Stress, second guessing and Monday morning quarterbacking will be discussed.

Role Plays: Professional actors will be utilized during these segments of the training. Both instructors will guide the students through the tense and very stressful job of negotiating with various types of Hostage Takers and Emotionally disturbed people. Students will get a chance to participate as a team member and use the most advanced electronic equipment that is on the market today.

Upon completion you will have gained the knowledge:

- (1) Understand the Crisis team structure
- (2) Dynamics of Negotiations
- (3) Value of using trained police negotiators as opposed to (clergy, politicians, mental health professionals or family members)
- (4) Psychology in Hostage Negotiations
- (5) The Team Concept – Tactical and Negotiation
- (6) Communicating with people in Crisis (bosses and politicians included)
- (7) Dealing with the Media
- (8) Negotiator Stress
- (9) Practical Hands-on Role Plays

Seminar Agenda Phase I & II Hostage Negotiations & Crisis Intervention

March 1, 2, 3, 4 & 5, 2010 • Norman, Oklahoma

Monday, March 1, 2010

- 8:00 a.m. - 8:30 a.m. Registration
- 8:30 a.m. – 12:00 Noon (With Breaks) **Introduction To Hostage Negotiations Establishing A Crisis Negotiations Team**
- 12:00 Noon – 1:00 p.m. Lunch (On-Own)
- 1:00 p.m. – 4:30 p.m. (With Breaks) **Tactical Use Of Negotiators Responding To A Crisis Situation Case Study – Burglary Suspect Takes A Hostage**

Tuesday, March 2, 2010

- 8:00 a.m. – 12:00 Noon (With Breaks) **Basics Of Negotiation People In Crisis**
- 12:00 Noon – 1:00 p.m. Lunch (On-Own)
- 1:00 p.m. – 4:30 p.m. (With Breaks) **Communication Skills First Contact Psychology In Negotiations**

Wednesday, March 3, 2010

- 8:00 a.m. – 10:00 a.m. **Suicide Intervention**
- 10:00 a.m. – 12:00 Noon **Role Plays**
- 12:00 Noon – 1:00 p.m. Lunch (On-Own)
- 1:00 a.m. – 3:30 p.m. **Role Plays**
- 3:30 p.m. – 4:30 p.m. **Role Play Critique**

Thursday, March 4, 2010

- 8:00 a.m. – 11:00 a.m. **Role Plays**
- 11:00 a.m. – 12:00 Noon **Critique**
- 12:00 Noon – 1:00 p.m. Lunch (On-Own)
- 1:00 p.m. – 3:30 p.m. **Role Plays**
- 3:30 p.m. – 4:00 p.m. **Role play Critique**

Friday, March 5, 2010

- 8:00 a.m. – 12:00 Noon **Key Points To Negotiating Success – What Determines It? Case Study – Brooklyn Bank Hold-Up Do's and Don'ts**
- Case Study – Lufthansa Hijacking**
- Certificate Presentation**

Cut Along Dotted Line

3 Ways to Register for a Seminar!

1. **Register Online** at www.patc.com —Yellow link in upper left corner
2. **Fax Form** to Public Agency Training Council **FAX: 1-317-821-5096**
3. **Mail Form** to

Public Agency Training Council
5235 Decatur Blvd
Indianapolis, Indiana 46241

Federal ID# 35-1907871

*** Pre-payment is not required to register ***

Upon receiving your registration we will send an invoice to the department or agency.

Checks, Claim Forms, Purchase Orders should be made payable to:

Public Agency Training Council

If you have any questions please call
317-821-5085 (Indianapolis)
800-365-0119 (Outside Indianapolis)



Seminar Title: Hostage Negotiations, Phase I & II

Instructor: Dominick J. Misino

Seminar Location: AST Resource Center
1970 156 Ave NE
Norman, OK 73026

When: March 1, 2, 3, 4 & 5, 2010

Registration Time: 8:00 A.M. (March 1, 2010)

Hotel Reservations: NCED/Marriott
2801 E Hwy 9
Norman, OK 73069
1-405-447-9000
\$78.00 single w/ breakfast

Registration Fee: \$495.00 Includes Hand-outs, Phase I & II Hostage Negotiations & Crisis Intervention Manual, Coffee Breaks, and Certificate of Completion.

**Seminar ID
#8636**

Note:
To receive discount room rates, identify yourself with **Public Agency Training Council**.

Names of Attendees 1. _____

2. _____

3. _____

4. _____

Agency _____

Invoice To Attn: _____
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